

Owner Responsibilities

What AC Management needs from owners for successful property management

Owner Note: This guide is designed for property owners using AC Management services and should be posted in the Owner Welcome Hub for quick reference.

Overview

Successful property management requires clear owner cooperation. ACM manages the day-to-day process, but owners remain responsible for funding, approvals, property condition, insurance, and timely decisions.

Core Owner Responsibilities

- Provide accurate ownership, contact, tax, banking, and mailing information.
- Maintain required property insurance and notify ACM of policy changes.
- Keep mortgage, HOA, taxes, utilities, and owner-side obligations current unless otherwise agreed in writing.
- Fund approved repairs, reserves, deductibles, and owner contributions when requested.
- Disclose known property defects, code issues, HOA restrictions, warranties, or pending legal matters.
- Respond promptly to leasing, maintenance, legal, and financial approval requests.
- Avoid direct tenant management that conflicts with ACM’s communication and documentation process.

Financial Responsibilities

Responsibility	Owner Standard
Repair funding	Maintain required reserve or approve/fund repairs promptly.
Owner charges	Pay invoices, reimbursements, deductibles, HOA charges, or other owner-side costs when due.
Banking information	Keep payment and direct deposit information current.
Statement review	Review monthly statements and report questions within a reasonable time.

Property Condition Responsibilities

- Keep the property safe, habitable, and compliant with applicable requirements.
- Approve needed make-ready work before marketing or move-in.
- Address recurring or deferred maintenance before it becomes a larger issue.
- Provide keys, access codes, warranties, manuals, HOA rules, and vendor information when available.

Communication Responsibilities

- Use ACM as the primary communication channel for tenants and prospects.
- Notify ACM before visiting, entering, or contacting occupants.
- Do not make verbal agreements with tenants without ACM’s written involvement.
- Provide written instructions for any special owner preferences or restrictions.

Important: For questions, contact AC Management at 726-213-5360 or visit www.theacmanagement.com. This document is a general owner resource and does not replace your signed property management agreement, lease documents, or applicable law.